



## **Public Conduct in the Library**

The Pleasanton Public Library encourages patrons to demonstrate the traits valued in our 'Community of Character': responsibility, compassion, self-discipline, honesty, respect and integrity. We encourage our patrons to be accountable for their choices, help others in need, practice self-control, refrain from cheating or stealing, use good manners, refrain from using offensive language and have the courage to do the right thing.

The Library encourages the use of its facilities for reading, study, research, and the legitimate and legal use of the Library's resources and services. Any behavior that disrupts the orderly use of the Library is prohibited. This includes, without limitation, behavior that constitutes a nuisance or annoyance, is illegal, presents a safety or security hazard or affects the ability of the Library staff to provide service.

Unacceptable behaviors that will first result in a verbal warning include:

- Loud talking or other noise, including cell phone conversations or music
- Running or climbing on Library furniture
- Abusive or obscene language or gestures
- Blocking Library entrances
- Bringing animals into the Library with the exception of ADA service animals, or animals brought in for special programs approved by the Library
- Soliciting

Patrons will be warned once and requested to leave the Library if the unacceptable behavior continues. Repeated or significant violations may result in suspension from Library privileges and property, including Library grounds, for that day or multiple days depending on the severity of the offense.

If the patron refuses to leave the Library, the patron will be considered to be trespassing and may be removed by law enforcement personnel. Any such patron will be suspended from Library privileges and property, including Library grounds, for one calendar week on first offense with longer suspensions for any additional incidents.

Bundles, packages, backpacks, briefcases, purses, and other containers may be subject to search upon entering or leaving Library buildings in order to preserve the security of Library property. Under Penal Code 490.5, Library personnel are authorized to detain a person for a reasonable time if there is probable cause to believe a person is illegally removing library materials.

This or any other illegal acts will result in immediate suspension from the Library and Library privileges, in addition to criminal prosecution or other legal action.

Notice of any suspension will be mailed by certified mail, return receipt requested, to the last known address of the patron or, in the case of a minor child, his parents or guardian. Appeal of the suspension may be made to the Library Director, within ten (10) days of receipt of notice of suspension, providing a written explanation of why the suspension should be lifted or reduced. The Library Director shall respond in writing within twenty (20) days of receipt of the appeal by certified mail, return receipt requested. Any further appeal of the Library Director's written determination shall be filed with the City Clerk by the patron within ten (10) days of receipt of the Library Director's written determination.

The patron, or in the case of a minor child, the parents or guardian, will be notified by certified mail of the date and time of the hearing on the notice of appeal at least ten (10) days prior to the date of the hearing.

The City Manager shall designate the hearing officer for the appeal hearing. After considering all of the testimony and evidence submitted at the hearing, the hearing officer shall issue a written decision whether to uphold the appeal and shall list in the decision the reasons for that decision. The decision of the hearing officer shall be final.

Approved by the Pleasanton Library Commission on May 13, 2005